

2011 Military Health System Conference

TRICARE Dental Programs

The Quadruple Aim: Working Together, Achieving Success

COL Jeffrey Chaffin, DDS, MPH, MBA, MHA

[Insert date here]



| Report Documentation Page | | | | Form Approved OMB No. 0704-0188 | |
|--|------------------------------------|-------------------------------------|---|---|---------------------------------|
| Public reporting burden for the collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to a penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. | | | | | |
| 1. REPORT DATE JAN 2011 | | 2. REPORT TYPE | | 3. DATES COVERED 00-00-2011 to 00-00-2011 | |
| 4. TITLE AND SUBTITLE TRICARE Dental Programs | | | | 5a. CONTRACT NUMBER | |
| | | | | 5b. GRANT NUMBER | |
| | | | | 5c. PROGRAM ELEMENT NUMBER | |
| 6. AUTHOR(S) | | | | 5d. PROJECT NUMBER | |
| | | | | 5e. TASK NUMBER | |
| | | | | 5f. WORK UNIT NUMBER | |
| 7. PERFORMING ORGANIZATION NAME(S) AND ADDRESS(ES) Military Health System, TRICARE Management Activity, 5111 Leesburg Pike, Skyline 5, Falls Church, VA, 22041 | | | | 8. PERFORMING ORGANIZATION REPORT NUMBER | |
| 9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS(ES) | | | | 10. SPONSOR/MONITOR'S ACRONYM(S) | |
| | | | | 11. SPONSOR/MONITOR'S REPORT NUMBER(S) | |
| 12. DISTRIBUTION/AVAILABILITY STATEMENT Approved for public release; distribution unlimited | | | | | |
| 13. SUPPLEMENTARY NOTES presented at the 2011 Military Health System Conference, January 24-27, National Harbor, Maryland | | | | | |
| 14. ABSTRACT | | | | | |
| 15. SUBJECT TERMS | | | | | |
| 16. SECURITY CLASSIFICATION OF: | | | 17. LIMITATION OF ABSTRACT Same as Report (SAR) | 18. NUMBER OF PAGES 24 | 19a. NAME OF RESPONSIBLE PERSON |
| a. REPORT unclassified | b. ABSTRACT unclassified | c. THIS PAGE unclassified | | | |

Agenda



- Active Duty Dental Program
 - www.addp-ucci.com
- TRICARE Retiree Dental Program
 - www.trdp.org/
- TRICARE Dental Program
 - www.tricaredentalprogram.com
- Policy/Regulation Changes

Active Duty Dental Program (ADDP)



- Contractor: United Concordia Companies, Inc. (UCCI) - Effective date: 1 Aug 2009
- Augments Military Dental Clinics and provides care for remote Service Members
- **Benefits Administration Program!**
- Includes Air Force, Army, Coast Guard, Marine Corps, Navy and NOAA. Early Eligibles and LODs are also covered.
- **Does Not include TAMP until NDAA 2010 is effective!**

ADDP: Sources of Care



Dental Treatment Facility (DTF) Referred Care

- Maintain access standard
 - 21-days for routine care
 - 28 days for specialty care
- Specialty care when a clinic lacks a specialist
- Expedite dental readiness / mobilization care
- Referrals are prescriptive by CDT code
- Care must follow Service Guidelines

ADDP: Sources of Care



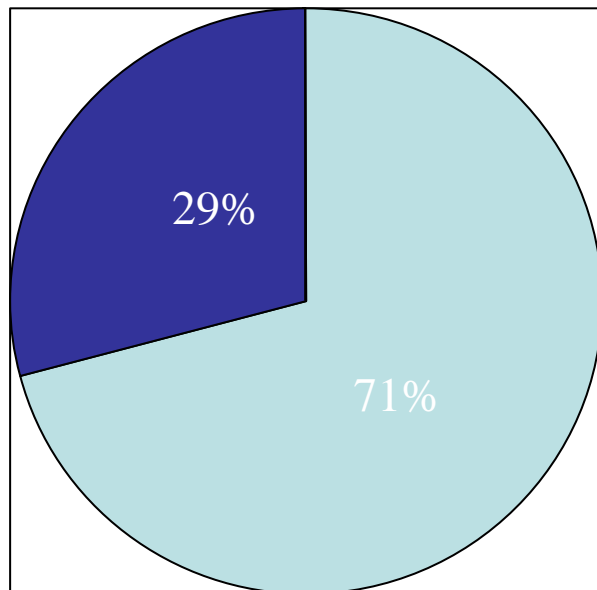
Remote Care

- Service Members on active duty orders for more than 30 consecutive days and works and lives >50 miles from DTF
- Care >\$750 per appointment or \$1500 per treatment plan requires preauthorization by a military Dental Service Point of Contact (DSPOC)
- Remote requires enrollment
 - Automatic when enrolled in TRICARE Prime Remote
 - Some Service Members live in areas we call “MTF no DTF”

ADDP Costs/ Claims

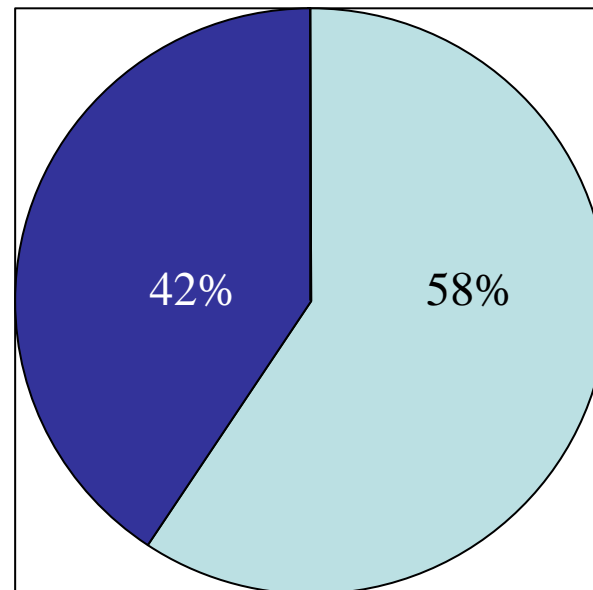


Cost Comparison



DTF Remote Foreign

Claims Comparison



DTF Remote Foreign

Data from AUG 2009 through JUL 2010 representing 387,832 claims

ADDP – First Year



- 141,775 unique users
- DTF Referred
 - 22.7% of dollars for crowns
 - 21.6% of dollars for oral surgery
- Remote
 - 25.4% of dollars for diagnostic/preventive
 - 23.61% of dollars for restorative
 - 21.3% of dollars for crowns

Referral Trends



- Tendency to desire Specialists
- Tendency for different materials (amalgam, gold crowns and porcelain-fused to metal crowns (PFMs))
- ADDP is Benefits Administration
 - no disincentives for care
 - DSPOC reviews

pt. states wife will leave him, cause teeth too yellow.



11 Aug 2010

To whom it may concern:

I am writing this appeal to get my dental cleaning paid for. As petty as this may seem, it really ticks me off because I pay my premium every month and for some reason the dentist that I have used for many years can't seem to get paid now. I could care less if you have changed your contract, which is irrelevant to me. I haven't changed dentist so pay the damn bill like you always have. I know that I may have to choose another dentist but that is all part of your socialist agenda in order to make sure that I use the dentist that you choose, so you can line his pocket with government money. What happened to freedom????

Bottom line is that I have good teeth and all you have to do is pay for my cleanings. It does not matter where I get my teeth cleaned. You don't have to pay for major fixes on me and I am pretty sure you never will. So pay the bill

Early Eligibles



- RC Members have 'Active Duty' dental benefits for up to 180 days
- DEERS shows dental eligibility for DTF Referred
- Issue
 - Early eligible RC Members do not enroll in TPR
 - Many RC Members live in remote areas
 - Currently a manual workaround

TAMP



Transitional Assistance Management Program (TAMP) Dental Benefit

- Duration: 6 months
- Current Dental Benefit: Space available at DTFs **ONLY!**
- NDAA 2010: RC Members coming off a contingency operation deployment will have same access to care as Active Duty

NOTE! This is not yet a benefit. It is in the rule-making process.



Questions on the ADDP?

TRICARE Retiree Dental Program



- **Voluntary program** for Retirees, Family Member of Retirees, Medal of Honor Recipients, Survivors
- Comprehensive program equivalent to civilian programs
- 100% of the premiums are paid by the Enrollees
- 1.25M covered lives CONUS /OCONUS
- \$1,200 annual maximum per enrollee
- \$1,500 lifetime maximum for orthodontics
- Contractor: Delta Dental of California

TRICARE Retiree Dental Program



- Contract: Effective 1 October 2008
- New Benefits
 - Dental Implants
 - 1 and 2 surface Posterior composite resins (white fillings)
- Expanded Overseas Coverage
- Grown from 750,000 lives covered in 2004

TRICARE Retiree Dental Program



- Premiums
 - Three levels and Five regions
- Benefits
 - Comprehensive benefits
 - 12-month waiting period for crowns, prosthetics and orthodontics
 - No waiting period if enroll within 120 days of retiring from active duty or transfer to Retired Reserve status from National Guard or Reserve
 - Orthodontics for children and adults
 - Accident coverage
 - Deductible \$50/\$150

TRDP Fast Facts



- Utilization
 - 69.4% had an exam (10/08 to 9/09)
 - 57.7% had a cleaning (10/08 to 9/09)
- Percentage of enrollees reaching \$1200 annual maximum
 - 3.2% enrollees reach annual maximum
- Access to Care
 - 99.3% enrollees have access to a network general dentist within 21 calendar days



Questions on the TRDP?

TRICARE Dental Program (TDP)



- Voluntary program for Family Members and RC
- Comprehensive; equivalent to civilian programs
- Premium based (60% gov't / 40% enrollee)
 - \$31.72 for active duty family per month
 - \$45.57 paid by the government
 - Total Premium cost is \$79.29 per month
- 1.98M covered lives CONUS /OCONUS
- \$1,200 annual maximum per enrollee
- \$1,500 lifetime maximum for orthodontics
- Contractor: United Concordia Companies, Inc.

TDP Enrollments



- Active Duty Family Members
 - TDP Enrollment: 81.9%
- Reserve/National Guard Enrollment: 11.9%
 - Army Reserve: 7.9%
 - Army Guard: 11.5%
 - Navy Reserve: 10.6%
 - Marine Corps Reserve: 4.7%
 - Air Force Reserve: 14.3%
 - Air Guard: 28.5%
 - Coast Guard Reserve: 14.8%

TDP Fast Facts



- Utilization
 - 61.8% had an exam (2/09 to 1/10)
 - 58.3% had a cleaning (2/09 to 1/10)
- Percentage of enrollees reaching \$1200 max
 - 0.9% enrollees reach annual maximum
- Access to Care
 - 99.3% enrollees have access to a network general dentist within 21 calendar days (October 2010)

TDP Follow on Procurement



- Current contract is through JAN 31, 2011
 - Extension through JUL 31, 2011
- Follow-on Contract Awarded to Metlife on JAN 6, 2011
- Follow-on Contract includes the following benefit enhancements
 - Composite resin fillings on posterior teeth
 - Increase of annual maximum to \$1300
 - Increase of lifetime ortho maximum to \$1750
 - Addition of dental accident with \$1000 annual max
 - Third cleaning for pregnant individuals
 - No cost shares for periodontal services for diabetics

NDAA



- **Change to TDP Survivor Benefit (FY 2010)**
 - Old Program: Government paid all premiums for survivors enrolled in TDP for 36 months
 - Change: Surviving children receive benefit up to age 21 (age 23 full-time college enrolled); spouses still 3 years
- **Change to TDP Survivor Benefit (FY 2011)**
 - Eliminates enrollment requirement
- **Transitional Assistance Management Program (TAMP) Dental Benefit (FY 2010)**
 - Old Legislation: Space available at DTFs only
 - New Legislation: RC Members coming off a contingency operation deployment will have same access to care as Active Duty



Questions on the TDP?



COL Jeffrey Chaffin
Jeffrey.Chaffin@tma.osd.mil

Phone: 703-681-8862